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SUBJECT: DELL NOMINATION FOR SECRETARY'S AWARD FOR  
CORPORATE EXCELLENCE

REF: STATE 47222

¶1. I am pleased to submit the nomination of Dell El Salvador for the Secretary's annual Award for Corporate Excellence (ACE). The Dell Call Center located in San Salvador exemplifies the very best of U.S. corporate and citizen responsibility. Detailed below you will see why Dell is so deserving of this important recognition.

¶2. Dell's Call Center in El Salvador employs over 1,300 employees at well over the minimum salary rate. Nearly a third of them are women. In addition, Dell has brought a culture of social advancement to the country, promoting nearly 600 of its employees in one year. In a country where many young people seek opportunities through migration, nearly 60% of Dell's employees are under the age of 30, proving that there are many opportunities within El Salvador as well. Fully 65% of managerial positions are filled internally.

¶3. Aside from providing great promotion opportunities, Dell provides sick leave, stock purchase plans, education assistance and a gym subsidy program. There is an onsite clinic, employee discounts on Dell products, bonus and vacation premiums. I have seen the call center and can personally attest to the great esprit de corps of the employees at the call center, reminiscent of the best innovative high-tech companies in the United States.

¶4. Dell does not simply take care of its employees; it is an active contributor to the community, setting an example for other companies and its own employees about what it means to be a good citizen. Dell El Salvador employees have worked in more than 29 communities, touching the lives of thousands of Salvadorans through a host of projects. In a two month period, they planted nearly a thousand trees. They cleaned Parque la Familia (Family Park), one of the most visited parks in San Salvador. More employees cleaned a five mile stretch of the Costa del Sol beach. They trained the El Imposible National Park local community on the importance of ecology and helped clean that park, one of the most important parks in El Salvador.

¶5. The company also practices what it preaches. Dell places a high priority on waste minimization, recycling and reuse programs, and pollution prevention. Dell provides a safe, secure and healthy workplace for its employees and empowers each employee to take ownership of the safety and health practices, which they carry on throughout their daily activities at work and outside the office.

¶6. Dell and its employees have worked with local

universities on improving engineering, technology-related and English language programs, and provide internship opportunities for students. They outfitted a computer lab and Dell employees volunteer to teach English at the elementary school Escuela Republica de Brasil. Dell,s General Manager is on the Vice President of El Salvador,s task force for bilingual education and is a member of the Salvadoran American Chamber of Commerce. However, it is not only the managers of Dell who contribute to the community. Dell has created a company-wide culture of community involvement, with 82% of its managers involved in community projects and 65% of non-management employees who are active contributors to the community.

¶7. The company multiplies its resources by joining with other companies and non governmental organizations (NGOs) in community programs. They have worked with over a half dozen NGOs, several foundations and companies such as Hilasal and Microsoft on projects that range from local parks, to hospitals, assistance to the blind and educational institutions.

¶8. Dell has an impeccable reputation for abiding by local laws, providing quality employment and promotion opportunities, and for its contributions to the Salvadoran community. Government of El Salvador officials often cite Dell as one of the shining lights of international companies that have invested in the country and its people. I enthusiastically nominate Dell El Salvador for the Secretary,s Award for Corporate Excellence.

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Glazer